

Office of Financial Management

Chief Financial Officer

This survey includes the following four parts:

Section 1 - Demographics

*Section 2 - Level of Importance**

Section 3 - Level of Satisfaction

Section 4 - General Questions

**To determine the significance of certain items and allow for cross-referencing with Section 3.*

Please complete the following survey using a #2 pencil to blacken the box that best describes your answer to the questions. Use the "No Data" choice if you do not have sufficient information to form an opinion.

Section 1: Demographic Questions

1. What is your position title?
☐ Chief Financial Officer ☐ Internal Auditor ☐ Other (Specify) _____
☐ Chief Accountant ☐ Security Administrator
2. What is the size of your accounting and budget office staff?
☐ 1-5 people (small) ☐ 6-15 people (medium) ☐ more than 15 (large)
3. How many years of experience do you have working with the Office of Financial Management (OFM)?
☐ 0-3 years ☐ More than 3-10 years ☐ Over 10 years

Section 2: Level of Importance

Please mark the appropriate box on the right that best reflects the importance of the following items.

4. The mission of the Office of Financial Management is to provide outstanding professional services to its diverse groups of customers. Overall, how important to you is the service you receive from OFM?
5. How important to you is OFM's attempt to change its emphasis and manner of doing business to a more customer service basis?
6. How important to you is OFM's attempt to improve communications between itself and operating agencies and among agencies on financial management topics through user groups and other methods?

Very Important	Important	Somewhat Important	Unimportant	Very Unimportant	No Data
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. How important to you is OFM's initiative to significantly improve timeliness and reduce the expense of the annual book closing process?
8. How important to you is OFM's initiative to strengthen internal controls in major systems and to provide better support services for internal audit staff in all departments?
9. How important to you is OFM's objective of providing outstanding customer service in payroll and MAIN system security areas?
10. OFM works in cooperation with an outside contractor to develop and negotiate a Statewide cost allocation plan to properly allocate the costs of central control agencies (to State departments) for federal cost recovery. How important to you is the information you receive on this plan?

Very Important	Important	Somewhat Important	Unimportant	Very Unimportant	No Data
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OFM continues to explore the need to issue policy and procedures specifying uniform coding requirements for transactions recorded in MAIN-FACS. Such uniform requirements (e.g., those related to contracting activities) better enable system users to accumulate data to monitor and report entity-wide financial activity.

11. How important do you consider the benefits associated with uniform coding requirements?
12. An important goal of OFM is to produce materially accurate financial statements. How important is this goal to you?
13. How important to you is the state's biennial internal control assessment process?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3: Level of Satisfaction

Please mark the appropriate box on the right to indicate your level of satisfaction with OFM.

14. Overall, how satisfied are you with the service you receive from OFM?
15. How satisfied are you with OFM's progress in changing its emphasis and manner of doing business to a more customer service basis?

Very Satisfied	Satisfied	Somewhat Satisfied	Unsatisfied	Very Unsatisfied	No Data
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16. How satisfied are you with OFM's progress in improving communications between itself and operating agencies and among agencies on financial management topics through user groups and other methods?
17. How satisfied are you with OFM's progress in its initiative to significantly improve the timeliness and reduce the expense of the annual book closing process?
18. How satisfied are you with OFM's progress with its initiative to strengthen internal controls in major systems and to provide better support services for internal audit staff in all departments?
19. OFM works in cooperation with an outside contractor to develop and negotiate a Statewide cost allocation plan to properly allocate the costs of central control agencies (to State departments) for federal cost recovery. How satisfied are you with the information you receive on this plan?
20. How satisfied are you with OFM's service in the area of customer service in the payroll and MAIN system security areas?
21. How satisfied are you with resulting information when uniform coding requirements are deployed?
22. What is your level of satisfaction with OFM's production of materially accurate financial statements?
23. How satisfied are you with the role of the OFM TABS division in overseeing the state's biennial internal control assessment process?

Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OFM maintains an internet web site intended, in part, to communicate information on entity-wide financial management policies and procedures.

24. Were you previously aware that OFM has a web site? ☐ Yes ☐ No

25. How would you rate your overall satisfaction with the usefulness of OFM's web site?

Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Unsatisfied	Unsatisfied	Very Unsatisfied	No Data
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

